

Introduction to Neptune My360

How to Register Your Account

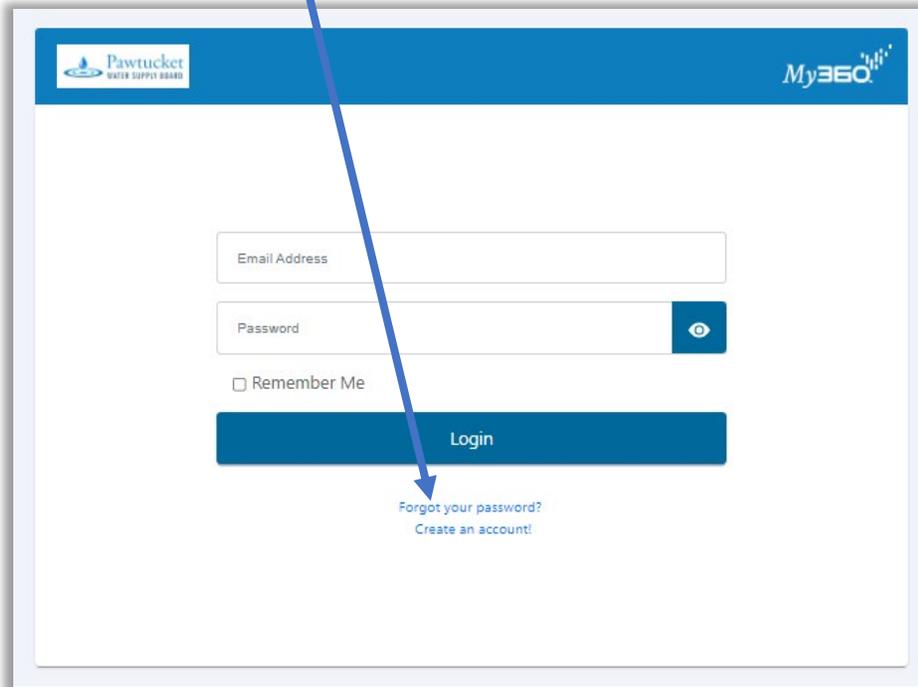
- 💧 Neptune My360 is an easy-to-use Consumer Portal which provides consumers with a convenient, proactive way to monitor their own water consumption 24/7.
- 💧 Users can set water thresholds and out-of-town alerts for greater peace of mind.
- 💧 Neptune My360 is web-based to work on all devices (laptop, tablet & mobile devices) and is always up-to-date.

Introduction to Neptune My360

STEP 1: Create your account

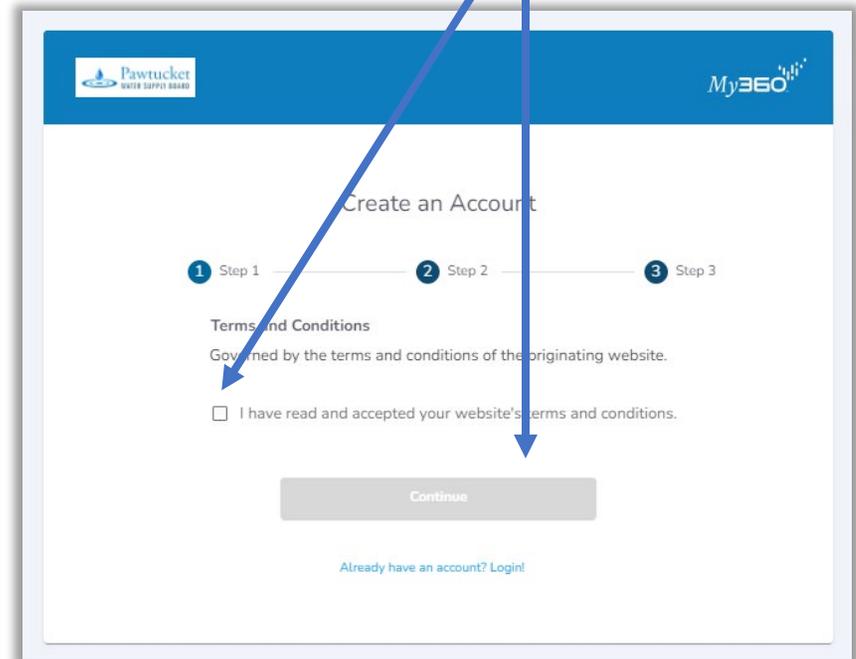
Enter the URL: <https://pwsb.my360-app.com>

Click the “Create my account” button at the bottom of the box



The screenshot shows the login page of the My360 application. At the top left is the Pawtucket Water Supply Board logo, and at the top right is the My360 logo. The page contains a form with the following elements: an 'Email Address' input field, a 'Password' input field with a toggle eye icon, a 'Remember Me' checkbox, a blue 'Login' button, and a link for 'Forgot your password? Create an account!' at the bottom. A blue arrow points from the text above to the 'Create an account!' link.

On the next screen, click the “I have read and accepted the terms & conditions” then click “Continue”



The screenshot shows the 'Create an Account' page. At the top left is the Pawtucket Water Supply Board logo, and at the top right is the My360 logo. The page features a progress indicator with three steps: '1 Step 1' (active), '2 Step 2', and '3 Step 3'. Below the progress indicator is the heading 'Create an Account' and the text 'Terms and Conditions Governed by the terms and conditions of the originating website.' There is a checkbox labeled 'I have read and accepted your website's terms and conditions.' and a grey 'Continue' button below it. At the bottom, there is a link: 'Already have an account? Login!'. Two blue arrows point from the text above to the checkbox and the 'Continue' button.

Introduction to Neptune My360



STEP 1: Create your account

Enter the following information (exactly as it is written on your water bill!)

Create an Account

Step 1 — Step 2 — Step 3

Provide the following info as it appears on your bill.

Account Number

Full Name

Street Address

Continue Back

Already have an account? Login!

SAMPLE WATER BILL

DETACH AND INCLUDE THIS PART WITH PAYMENT

Check this box if you have made a correction on the reverse side

Due Date 12/08/2023

Account Number 12345-54321

Total Due \$38.81

Amount Paid _____

Service Address:
12345 PAWTUCKET AVE

85 Branch Street
Pawtucket, RI 02860-1018

JOHN SLATER
12345 PAWTUCKET AVE
PAWTUCKET RI 02861

Pawtucket Water Supply Board
P.O. Box 1111
Providence, RI 02901-1111

9000028209000095900000000038815

Your account number, service address, and full name can be found at the bottom of your water bill (on both print & digital bills)

Enter the information then press “Continue”

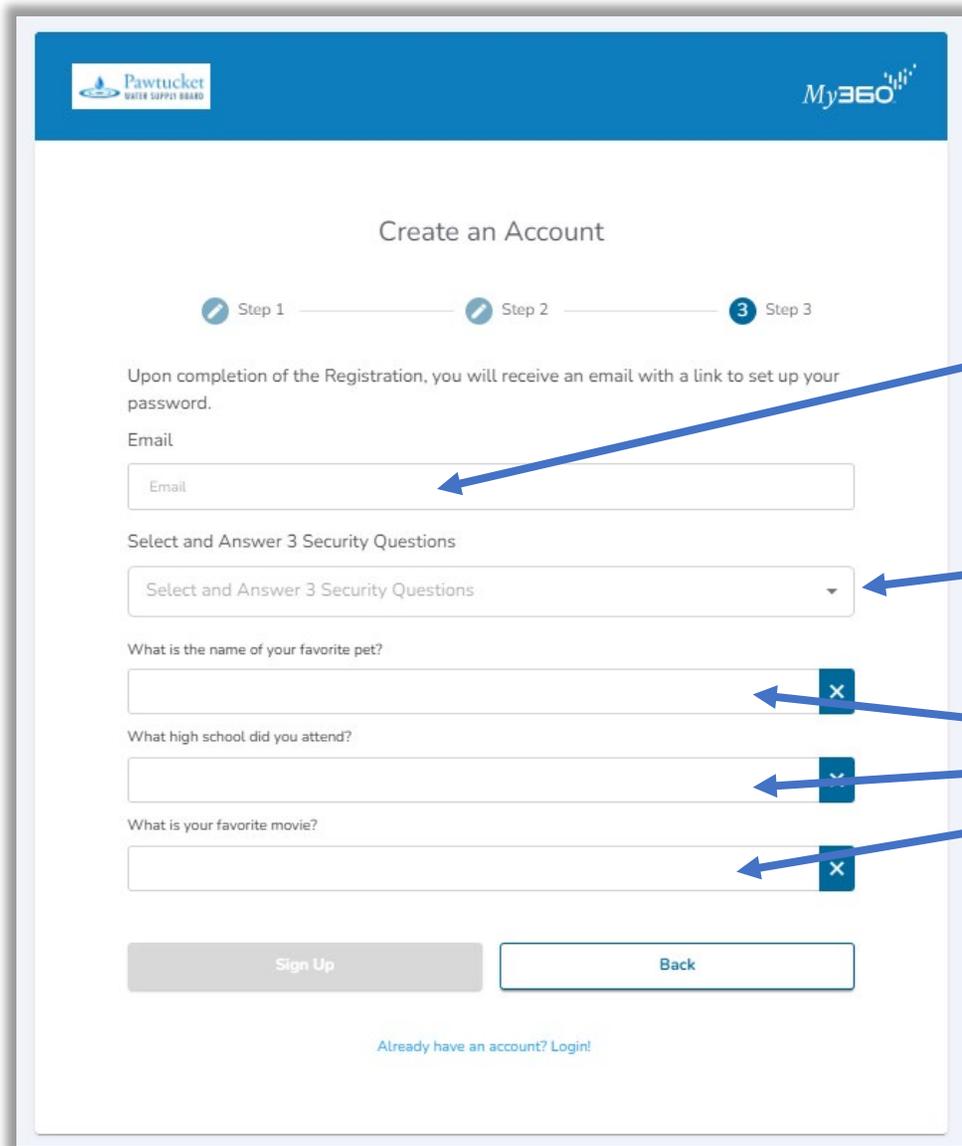
IMPORTANT NOTE

You must enter your Full Name as Last name, First name. If your name on your water bill is Jane Doe, it would need to be entered as Doe, Jane in My360



Introduction to Neptune My360

STEP 1: Create your account



Create an Account

Step 1 — Step 2 — **3 Step 3**

Upon completion of the Registration, you will receive an email with a link to set up your password.

Email

Email

Select and Answer 3 Security Questions

Select and Answer 3 Security Questions

What is the name of your favorite pet?

What high school did you attend?

What is your favorite movie?

Sign Up Back

[Already have an account? Login!](#)

Enter the email address that you want to be associated with this account. This email will receive all system notifications and will also be used as your User ID

Next, select and answer three security questions.

Click on the “Select and Answer 3 Security Questions” drop down three times to select the three questions.

Make sure you remember your answers – if you forget your password you would need to answer one of these questions to unlock your account

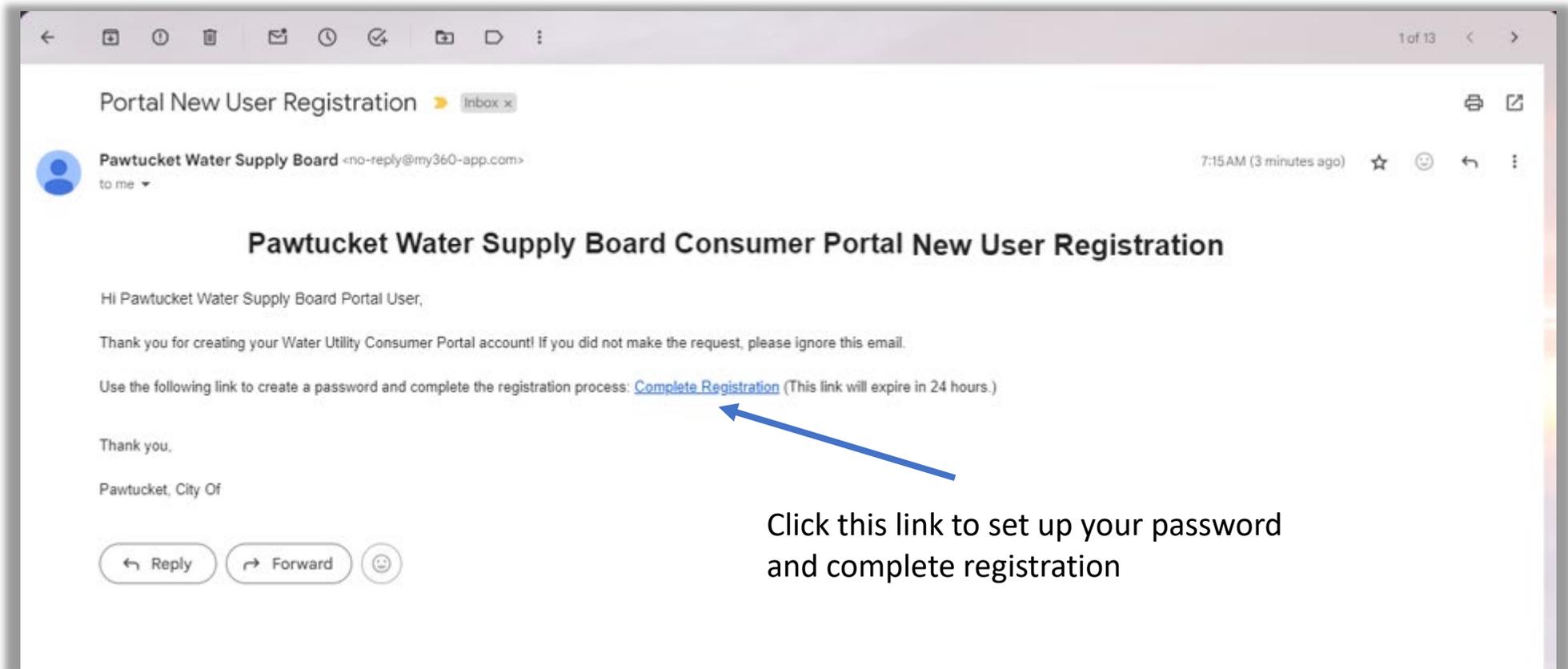
Introduction to Neptune My360

STEP 2: Create your password



After you have created your account, you will receive an email with a link to set up your password and complete the registration process

The link will be available for 24 hours



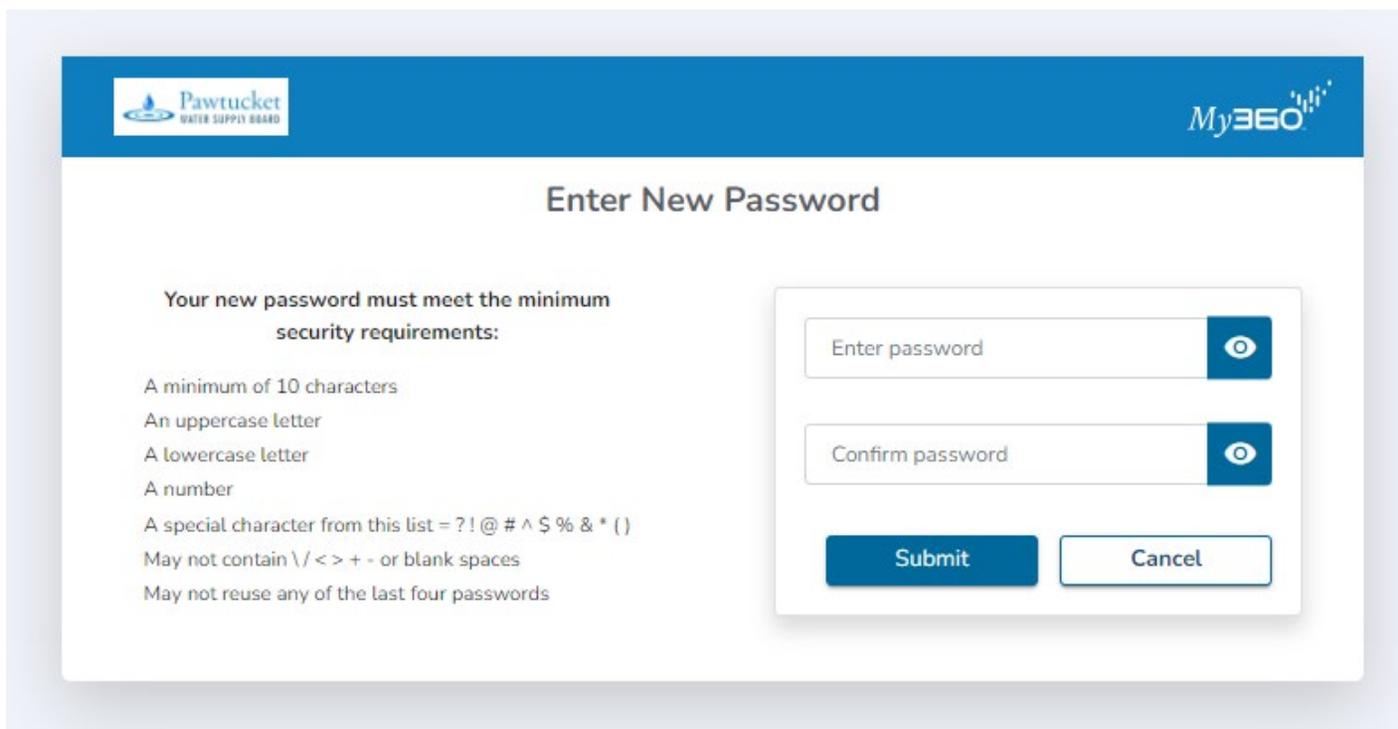
Click this link to set up your password and complete registration

Introduction to Neptune My360

STEP 2: Create your password

After clicking on the “Complete Registration” link in your email, you will be directed to a new page to create a password

Enter your desired password (following the security requirements on the left side of the screen) and then click “Submit”



The screenshot shows a web form titled "Enter New Password" with the Pawtucket Water Supply Board logo and My360 branding. On the left, it lists security requirements: a minimum of 10 characters, an uppercase letter, a lowercase letter, a number, a special character from a specific list, and restrictions on symbols and password reuse. On the right, there are two password input fields with toggle icons, and "Submit" and "Cancel" buttons.

Enter New Password

Your new password must meet the minimum security requirements:

- A minimum of 10 characters
- An uppercase letter
- A lowercase letter
- A number
- A special character from this list = ? ! @ # ^ \$ % & * ()
- May not contain \ / < > + - or blank spaces
- May not reuse any of the last four passwords

Enter password

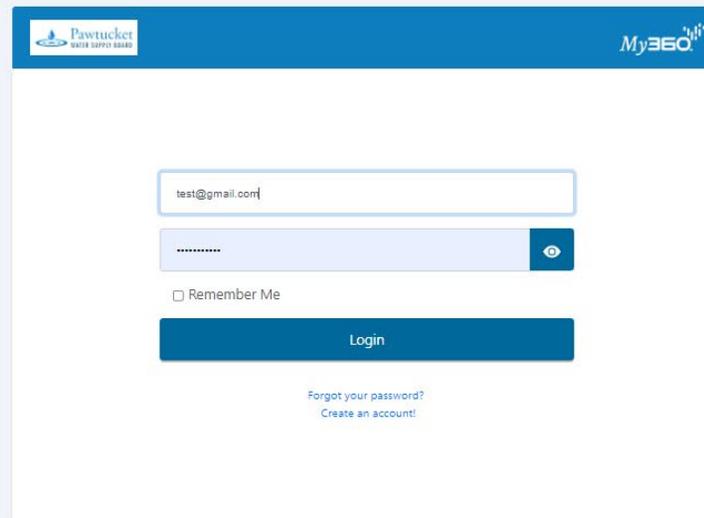
Confirm password

Submit Cancel

Introduction to Neptune My360

STEP 3: Login to your Consumer Water Portal

Enter the URL <https://pwsb.my360-app.com> in your browser to return to the login page



Enter your email and the password you just created and then click Login

